



“I did not leave my own country willingly for good; in my opinion no one does. Leaving your family and home behind is akin to tearing away a whole part of you.

You tell yourself it's just a phase, one stage, like when you're learning something new, it's always tough at the beginning and then you kind of 'click', and everything opens up, like a lifted veil.

I have to come back here (ASRC) one day to repay. For me I feel like I've got a debt. I have to repay my debt here, I have to come back.”

A journalist in Congo, going back was never an option for Freddie. Thanks to the diligent, hard work from the ASRC legal team, Freddie received protection and eventually his permanent residency in 2012 and became an Australian citizen this year. He looks forward to finishing his nursing degree in 2017.

Our Programs

Each of the ASRC's 30 programs has been designed to connect the organisation's values and mission, and operate from a holistic, strengths-based approach to support and empower people seeking asylum. Our programs assist over 3000 members to gain access to justice, achieve social and economic participation and experience the best possible physical, mental and social well-being.

In 2015-16 the ASRC continued to investigate and invest in opportunities for our members to contribute to the development, leadership and evaluation of programs that impact their lives. Currently 91 volunteers seeking asylum actively lead or contribute to our programs. Member-contribution continues to positively impact the quality of the organisation's service delivery model.

Client Services



The Client Services program assists people seeking asylum to maximise their own physical and mental well-being through holistic, integrated and responsive services. These services include casework, counselling, continuing care, housing and access to wider ASRC programs to ensure they receive essential services.

In the last 12 months, the volunteer casework team, made of up to 47 people, provided continuity and individual support to 352 people seeking asylum, assisting them through an uncertain and often complex refugee determination process. The counselling program provided therapy and supported 200 people this year, over 1472 appointments by 12 volunteers. The continuing care program supported 45 vulnerable clients to receive intensive support.

New initiatives included the creation of a critical incident policy, risk assessment tools and case plans to vastly improve the accountability and support provided to volunteers. All ASRC staff received training around trauma informed care which has increased the awareness and knowledge of how to support our members in complex situations.

Over the next year Client Services will focus on identifying the views of people seeking asylum and incorporate them into Client Services programs, working from a strengths-based perspective that best supports the needs of members.

The program's Housing service offers rental support to people seeking asylum in critical danger of homelessness. In 2015-16 it provided 17,682 nights of shelter for people seeking asylum, with a total of 96 people being supported, 24 of them children.

More than 80 per cent of members have been in danger of homelessness due to exclusion from work rights which has left them financially dependent on important services such as housing. A further 14 per cent of members seek shelter after experiencing physical and mental health hardship.

Client Services will continue to advocate for equal access to essential services with the aim to improve referral pathways with sector partners, which this year included Lentara, Baptcare, Red Cross, Life Without Barriers, AMES and Brigidine Sisters.



“This man was reminded of something he had not been able to experience and had forgotten what it was like to experience... almost like he'd been able to feel gratitude, love and kindness for the first time in seven years since being separated from his family and home country.”

ASRC Continuing Care Coordinator

General Access Program & Material Aid



General Access Program (GAP)

GAP symbolises one of ASRC's key priorities: ensuring every person seeking asylum is provided with information, advice and access to psychosocial and wellbeing support. GAP is the ASRC's first point of call for people requiring support in relation to a wide range of welfare issues including homelessness, family violence, social isolation and destitution. GAP works to advocate and build relationships with external service providers to ensure best possible outcomes and access for people seeking asylum.

In a year when critical government-funded services continued to be reduced, GAP's services became ever more vital. A doubling of GAP's volunteer numbers in 2015-16 reflected increased demand, enabling GAP to offer services five days per week, up from four days in 2014-15. In 2015-16, GAP assisted on average 45 new people each week and eight new membership intakes.

Material Aid

A central tenet of GAP is its Material Aid program, which provides ASRC members with essential items ranging from nappies, coats, blankets, bedding, kitchenware and cooking items, mobile phones, phone cards and Myki top-ups. In 2015-16, Material Aid supported 1600 members as well as hundreds of non-ASRC members requiring emergency support.

In the past year, Material Aid has held a number of drives to meet demand for specific items. Successes included a record \$13,000 worth of gift cards; Back to School packs, thanks to a partnership with the Brotherhood of St Laurence; and two toy shops, to celebrate Christmas and Eid - both in partnership with the Salvation Army. Hundreds of members were provided with new socks and underwear thanks to the 'Socks and Jocks' drive, Material Aid's most successful. To support members through Melbourne's cold winter, Material Aid distributed hundreds of donated coats and blankets.

45 non-members assisted weekly

1400+ people assisted to become members



Health



The Health program delivers a range of primary care services together with specialist clinics including psychiatry and pain management for people seeking asylum. In 2015-16, three community health nurses and 87 volunteers assisted 629 patients (compared to 520 in 2014-15), conducted 3662 appointments. A partnership with Daffey's Pharmacy, enabled 350 members (compared to 215 in 2014-15) access cost effective medications. In its first year, Health's immunisation program delivered 1200 vaccines to 173 members, including 65 members receiving full catch-up immunisations.

In 2015-16, the partnership with St Vincent's Hospital Melbourne continues to provide radiology and pathology services to the ASRC GP

clinic. In a new partnership with Baker IDI, Health launched a free Diabetes Risk Screening Program, to all ASRC members. The ongoing support of Cohealth and the University of Melbourne has strengthened the Health programs ability to provide broader support to people seeking asylum.

In the past year, Health launched a first-aid training pilot program that is already exceeding program targets: by December 2016, ASRC will have at least 100 qualified first aid volunteers and staff.

The Health program also participates in broader advocacy as a member of the Victorian Refugee Health Network. Through the network, healthcare needs of communities of people seeking asylum remain visible.



“Dr Rogers, you are amazing in looking after our health issue and so helpful. Thank you so much.”

Member patient

Foodbank & Community Meals



Foodbank

Foodbank is the ASRC's founding program and 15 years later, the free grocery store meets the essential dietary needs of 620 people seeking asylum every week, many of them children. That equates to 27,500 member visits annually at the economical sum of \$5 of food per person per week.

Foodbank received more donations than ever in 2015-16. A 25 per cent increase on the past year is helping Foodbank meet its annual target of \$1 million of donated food, which provided a further \$36 of donated food per person each week. In addition to the growing generosity and compassion in the community for people seeking asylum, the Foodbank was able to source more donations thanks to a new refrigerated van donated by The Rotary Balwyn.

Over time, Foodbank has increasingly focused on supporting members to make healthier food choices in addition to providing fresh and healthy produce. To continue this effort the Foodbank conducted cooking classes for 45 members and trained 90 volunteers in basic nutrition and food safety skills.

This was made possible with the help of Second Bites FreshNed and FoodMate programs.

Foodbank also developed a cookbook in collaboration with members and Deakin University nutrition students, to enable more members to use new and unfamiliar foods. This has doubled the nutritional quality of foods selected by our members in Foodbank.

Community Meals

ASRC's Community Meals program has fast become a popular social outlet for members, volunteers and staff while enjoying nutritious meals, cooked by 65 volunteers and 35 member volunteers. An increase in corporate and private food donations in 2015-16 enabled Community Meals to serve 61,250 meals, a 25 per cent increase on the previous year.

One of the program's proudest achievements in the past year is a 70 per cent increase in the number of member volunteers. Thanks to new partnerships with Kensington Neighbourhood House and Melbourne Polytechnic, members have the opportunity to complete pre-hospitality english training, complementing their valuable cooking skills.

In addition, a new member-run Wednesday night program cooks beautiful, culturally traditional meals for the Legal Clinic, Innovation Hub and Health programs' staff and volunteers. It's a stunning example of how the ASRC is meeting one of its key strategic goals of people seeking asylum having influence and involvement in the programs and services that impact their lives.

61,250
delicious meals served this year



Education



There are few more important ways people seeking asylum can determine and advance their own future than through education. ASRC's Education program incorporates English as an Additional Language (EAL) classes, Home English tutoring (HET), IELTS preparation classes, English for Hospitality, a Book and Film Discussion Club and Vocational Education and Training (VET) across the ASRC's Footscray and Dandenong offices.

In 2015-16, an expanded EAL program at Footscray enabled Education to support growth in the frequency and levels of EAL classes, now delivering beginner, intermediate and upper-intermediate classes every morning of the week to an average 148 members per week. In total, 80 volunteers and three staff delivered 1596 hours of classes. This is in addition to the 1400 hours of HET classes.

At Dandenong, 250 people seeking asylum attended regular English

classes, with 100 members in regular conversation groups, and literacy and pronunciation classes. Moving from an 11-week to a 22-week semester, increased the time available to members to consolidate their language skills.

In 2015-16, the Dandenong ASRC was a founding member of the English for Asylum Seekers app, coordinated by the English for Asylum Seekers Network.

A committed team of education advisors and volunteers continued to provide education casework to assist 300 members enrol in a range of Government-subsidised VET courses that lead to meaningful employment opportunities. As well as helping to generate work placements and training qualifications, participating in VET helps build members' self-confidence and encourages them to develop personal and career goals.

“I'd like to start by saying thank you to the ASRC... for helping me enrol in Certificate IV Education Support. It is my short-term goal to work as a teacher's aide and my long-term goal to practice my profession as a teacher.”

Student

Employment & Entrepreneurship



Employment

For people seeking asylum, securing a job is not only vital for their financial independence and stability, but also essential to feeling valued and included in the wider Australian community. In 2015-16, ASRC's Employment program continued to provide a personalised employment preparation, support and referral service for members, empowering them to become skilled, confident and independent jobseekers.

For many members already qualified in industries as diverse as medical research, IT, geology, mining and farming, getting that first opportunity is key. This led to a redesign of Employment's Jobs Skills Training component. Members now have the opportunity to learn more about Australia's employment rights and conditions, minimising the risk of labour exploitation. Out of a total 600 employment referrals, 450 members completed the training.

Across ASRC Footscray and Dandenong, 220 jobs were found for members in 2015-16. Underpinning the program's success are the strategic partnerships developed with employers, both large and small, to source as many suitable work

opportunities for members as possible. In 2015-16, these successes included an internship and work experience program with McCann, and standing referral relationships at Aesop, Sussan, and Maurice Blackburn Lawyers. The referral relationships have been so successful that many employers return to the ASRC for repeat business: Seasol now employs 16 ASRC members, and Rylock, four. We are currently working with a major bank to place members in paid internships across a range of areas, from customer service to project-based roles.

Gaining initial Australian work experience has also been key to members accessing further opportunities. At IDP Education, three members started in contract roles, with one appointed to an ongoing role and another, Khisro, moving to a full-time position in I.T. at Monash University.

Entrepreneurship

The ASRC's Entrepreneurship program is one of its most exciting and rewarding, empowering members to invest their skills and talents in starting their own business. In 2015-16, the program's 'incubator' was instrumental in supporting the

launch of six member-led businesses - a 50 per cent increase on the previous year.

Eight volunteers and one staff member assisted 53 members with individual business coaching, facilitated a vital network for members with Melbourne's business community, and invited industry experts to deliver workshops tailored specifically to members' needs.

“With all my success, the ASRC played an important role to give me confidence and a platform for my dreams to come true, with very professional and kind staff members.”

Khisro,
IT Specialist and
former member

WISE Women & Mentoring



WISE Women

At the ASRC's Innovation Hub, women members are referred to the WISE Women program, assisting them to realise their career potential, whether it be securing employment, education, or starting their own business. WISE Women's impact is significant, with women members now comprising 40 per cent of the Innovation Hub's program participation rate. That equates to 229 women members joining the Hub since July 2015. On the professional development front, 135 women were enrolled in various professional courses, including beauty and hairdressing. Many women members are already accomplished professionals and an Australian qualification is an essential step to resuming their careers.

Like many ASRC programs, WISE Women is driven by members. In the past year, 35 women members started volunteering at the Hub, with 12 members creating a Women's Advisory Committee. Meeting quarterly, the Committee reviews and plans for the program's ongoing development. This complements development of a new Women in Business program, to be launched in the coming year.

The focus next year will be a 'women in business' training program tailored for women are not only focused on the practical, such as budgeting and computer skills, but also at building members' confidence, such as assertiveness training.

Mentoring

The ASRC's mentoring program assists people seeking asylum to realise their professional and personal goals, connecting them with mentors from a broad range of industry and community sectors. In 2015-16, a significant restructure of the program delivered immediate results: a 20 per cent increase in participants on the previous year, supported by one staff member, and 20 volunteers, including one member volunteer.

The program has broadened to encompass three streams: professional (supporting members' with employment pathways); vocational and career guidance; and social mentoring. Each stream is proving critical support to members' on their own pathway to independence. And the results speak for themselves: in 2015-16, 23 members obtained work in their chosen professions in fields as diverse as geology, engineering,

finance and community development. A further three members obtained industry internships. Eight enrolled in tertiary study, three were employed as tutors at Victoria University, and six employed as researchers at the University of Melbourne.

Crucially, members are at the forefront of the program's ongoing development, with member think tanks and a research study project continuing to inform the program's future direction.



229 new women Hub members

Social and Community Development & Driving



ASRC Music Group

Social and Community Development

Social participation and connection is vital to a person's physical and mental wellbeing. For more than 500 ASRC members, the Social and Community Development program supports their independence and engagement with each other and the broader community. In 2015-16, the program was consolidated into three main branches: Social Outings and Cultural Activities; Sports and Arts; and Health Promotion.

ASRC members have been the driving force behind the formation of ASRC's soccer team made up of 25 members. It is proving a talented and competitive team, reaching second in the VicSoccer League. The soccer hub was also established in partnership with Brimbank Council and New Hope Foundation. Other activity programs include cricket, gym memberships and cycling.

On Wednesday nights 15 members share music from their home country, rehearsing for performances, 15 of which were held in 2015-16. The program's art activities include a theatre group, which performed two works in 2015-16 developed in collaboration with 30 people seeking asylum.

An arts space also provides a safe, supportive outlet for members to express themselves through art.

Driving

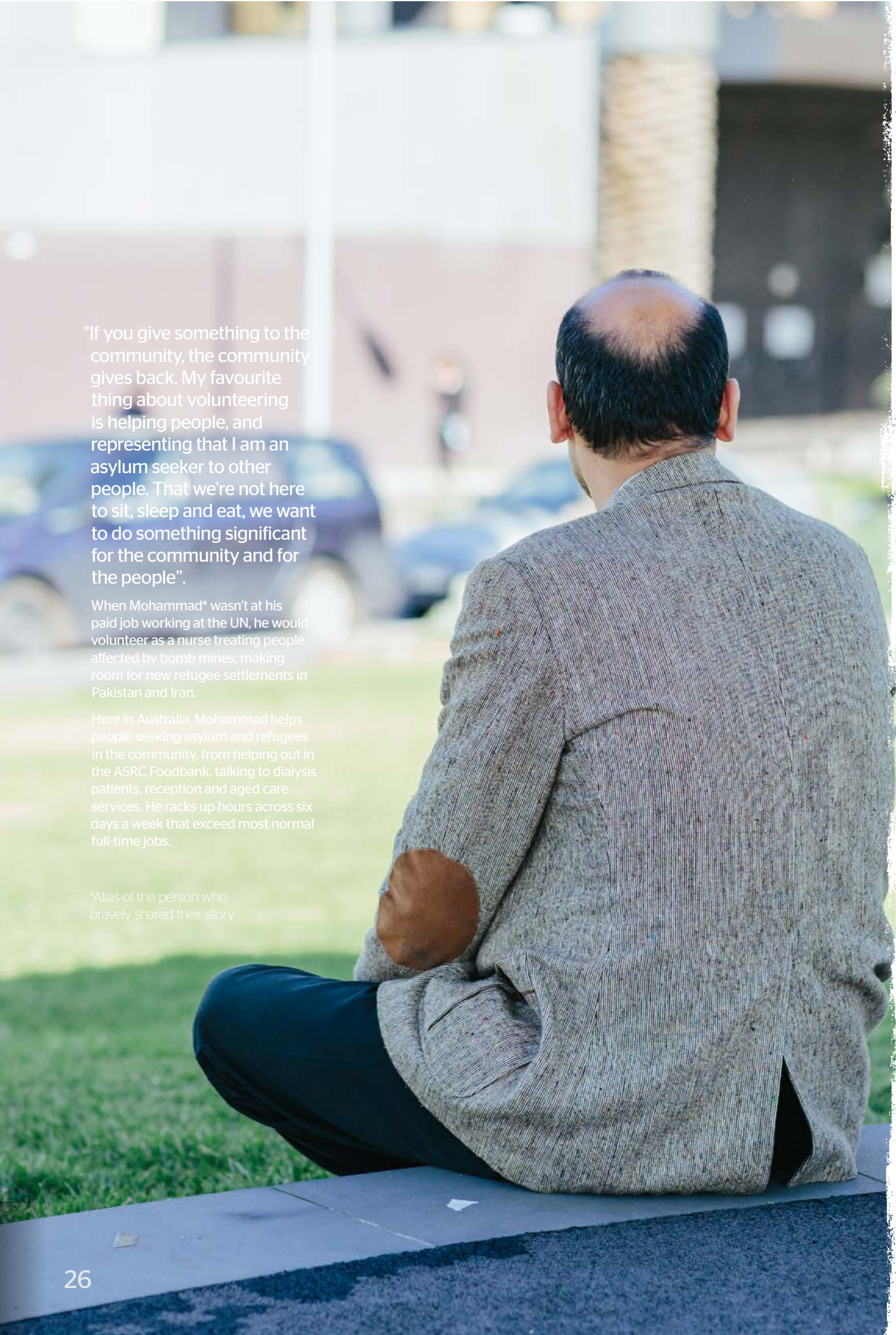
In 2015-16 the ASRC launched a new program in partnership with Transurban, to provide driving lessons to people seeking asylum, who do not have Australian driving experience or work rights to pay for driving lessons. The program's benefits are immeasurable - a driver's licence is vital to one's independence, supporting people seeking asylum to determine their own future.

Over 11 months, the program recruited 12 volunteer coaches and seven program support volunteers to deliver 362 coaching lessons. Professional instructors also provided 73 licence preparation lessons and 72 assessments. Fifteen participants obtained their driver's licence, and received their certificates at a celebration for all program participants and volunteers. Sadly, the celebration also marked the program's end. Plans are currently underway to continue a volunteer-run program until additional funding can be secured.



"I was feeling like no one wants me. Now that I can drive and I have a job, I've become a real person. When you're working, your mind becomes free."

Member driving student



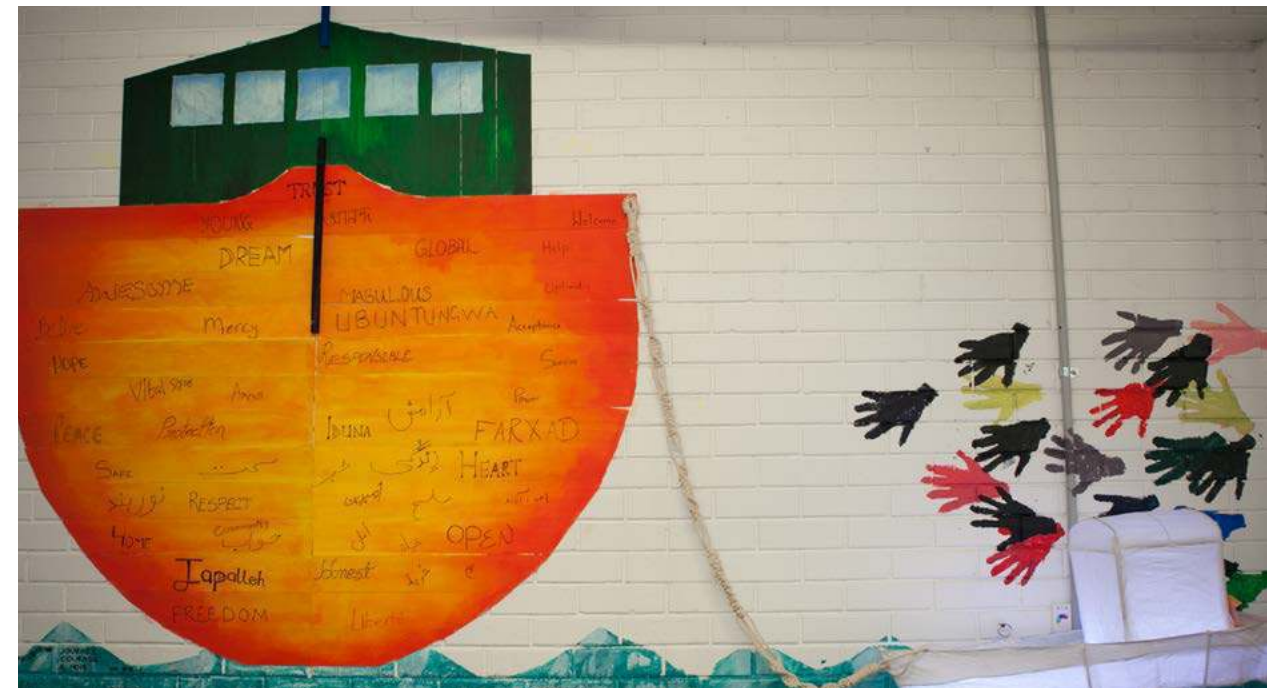
"If you give something to the community, the community gives back. My favourite thing about volunteering is helping people, and representing that I am an asylum seeker to other people. That we're not here to sit, sleep and eat, we want to do something significant for the community and for the people".

When Mohammad* wasn't at his paid job working at the UN, he would volunteer as a nurse treating people affected by bomb mines, making room for new refugee settlements in Pakistan and Iran.

Here in Australia, Mohammad helps people seeking asylum and refugees in the community, from helping out in the ASRC Foodbank, talking to dialysis patients, reception and aged care services. He racks up hours across six days a week that exceed most normal full-time jobs.

*Alias of the person who bravely shared their story

Empowerment Pathways & Youth Empowerment



Empowerment Pathways

Empowerment Pathways consolidates three programs; Youth Empowerment, WISE Women, and the intake of men into the Innovation Hub, the ASRC's space and stream which houses our employment, education, social and community develop, entrepreneurs programs.

This program manages the membership of men over the age of 25, all of whom meet with an intake worker to design a pathway that is goal-oriented, and aimed at providing access education and training relevant to the person's needs and aspirations.

A great achievement of Empowerment Pathways has been the huge increase in member volunteers working within the Hub. The Hub reception is currently fully member-staffed, and more than half of all volunteers working within the Hub are members of the ASRC.

Youth Empowerment

The Youth Empowerment program supports young people seeking asylum under 30 to increase their participation and engagement with the broader community through work, study, friendship and recreation. The result has been a close, engaged group of young people who are building the confidence, connections and skills to thrive in Australia.

In an eight week Step to Work program, members designed a program to help build their confidence in which they learnt about resume writing, leadership, public speaking, employee rights, pay rates and taxes and workplace culture. Part of this program involved valuable work experience at the ASRC. Some members also took up work experience opportunities with Scarf, ANZ Bank, Richmond Café and Telstra. In the year ahead, the program will extend to the Dandenong office and be run by youth in the area.



"We do not need your pity and saving. We just want people to listen to us and acknowledge our knowledge, skills and experiences."

Member

Human Rights Law Program



The Human Rights Law program is a community legal practice that works to ensure people seeking asylum have access to justice at all stages of the refugee determination process. Consisting of ten lawyers and 210 volunteers, the program operates four legal clinics weekly, offers daily legal triage services, telephone advice twice a week, detention outreach and ongoing representation for people seeking asylum. The program also conducts community legal education and training, and engages in advocacy and law reform.

In 2015-2016, the HRLP processed 2672 requests for legal assistance and opened around 1000 client files.

The critical issue facing the legal team in the past 12 months was the government's decision to commence processing the 24,500 asylum seekers who have been residing in Australia for several years. People who arrived by boat between August 2012 and December 2013 are subject to a new system of processing called

'Fast Track,' and are only eligible for temporary protection visas. This new system provides for reduced timeframes, restricted opportunities to introduce new information and limited options to appeal a negative decision.

With 11,000 people in Victoria subject to the Fast Track system, the legal team have responded to the extraordinary demand on our services through establishing innovative models for targeted legal assistance. The program also assisted 700 'Fast Track' clients, and conducted external legal information sessions to 376 people seeking asylum.

In 2015-16, a program established a pro-bono network including a new legal clinic with private law firms Maurice Blackburn and Russell Kennedy. The firms' lawyers and paralegals staff these clinics and work directly with people seeking asylum to complete complicated forms and statements required to seek a protection visa.

“When I came to them they were so promising towards me and they were so supportive. And they were there for me, like hope for a bright future.”

Member

2672
legal appointments provided

04 legal clinics run each week

Community Engagement & Community Education



Community Engagement

Established in October 2015, the Community Engagement program incorporates the Community Education, Speakers, Youth and Schools programs. Partnering with the broader community, Community Engagement aims to educate and mobilize people to take action on the issues facing people seeking asylum.

Comprising four staff, 20 volunteers and two member volunteers, in the past year the Community Engagement program has facilitated workshops and speaking engagements for a range of organisations, with a focus on changing the conversation about people seeking asylum. Supported by messaging research, the program engaged with ASRC staff and volunteers, providing valuable insights to enhance their advocacy work. A member-driven network has also been established, providing a safe environment for people seeking

asylum to participate in collective advocacy. An additional focus in 2015-16 was the empowerment and mobilisation of targeted audiences, particularly young people. The formation of a youth program complements a recent realignment of the ASRC's community education and schools programs.

Community Education

The Words that Work research project, led by Anat Shenker-Osorio in 2015, was the catalyst for the ASRC's Community Education program, launched in February 2016. The program's aims are to raise community awareness and understanding of the research project, which analysed the messages and language that can be used to advocate more effectively for the rights of people seeking asylum.

The program has generated tremendous interest, with more than 500 people, including ASRC staff and volunteers, attending a number of messaging workshops.



3500
in community action group

600
in anti-deportation action group

Detention Rights Advocacy & Speakers



Detention Rights Advocacy

Now in its third year, the Detention Rights Advocacy program provides an essential service, visiting people seeking asylum in detention to witness, record and report on conditions and human rights abuses, as well as to link people with legal and medical assistance. The Advocacy program works closely with the ASRC Legal program to ensure people get representation and to improve the conditions they are forced to endure, often for years.

Over the past year, Australian Border Force has implemented stricter conditions on the nature of these visits, deeply affecting people in detention, and making the program's work more important than ever.

The program works with other community groups supporting people in detention both on and offshore. The recent publication of *Protection Denied, Abuse Condoned: Abuse of Women on Nauru*, co-written by five women, has been critical in uncovering evidence of physical, sexual and mental abuse of women on Nauru.

Speakers

The ASRC's Community Speakers program raises community awareness about the facts related to people seeking asylum. The community's thirst for information is reflected in the ongoing demand for the program's services. In 2015-16, seven volunteer speakers addressed 92 different community groups and organisations, attended by 5654 people.

Supported by one staff member and three volunteers, speakers participated in a redevelopment of the program's training and presentation plans, aligning with Community Education's messaging project.

“It was wonderful to have the speaker at our function and we were glad she gave us such an interesting presentation . . . she was an important part of our day.”

Speaker event feedback

Campaigns



We campaign and advocate for people seeking asylum in our community and in detention, raising issues through the media, activating supporters online, and creating opportunities for the public to advocate for a more welcoming and inclusive community.

Kids Out

In 2015 the ASRC campaigned for the release of 112 children in onshore detention before Christmas. Through engaging media, as well as online videos, social media, and campaign emails, we activated people to write to or call Prime Minister Malcolm Turnbull's office. Our supporters wrote hundreds of letters and made hundreds of calls. And thousands of social media interactions helped drive support to release children from detention before Christmas.

Kids Out Day of Solidarity

On International Children's Day 2015, the ASRC led the Kids Out Day of Solidarity delegation to the offices of the Prime Minister and Immigration Minister. We produced polling which showed that the majority of voters in Malcolm Turnbull's Wentworth electorate wanted women and

children released from detention. In collaboration with Grandmothers Against the Detention of Children and Mums4Refugees, we led a delegation to the Prime Minister's office. In Brisbane, alongside Mums4Refugees we visited the office of Immigration Minister, Peter Dutton, calling for children to be released from detention.

Let Them Stay

In early 2016, the ASRC partnered with national campaigning bodies to rally support to stop the deportation of 267 people seeking asylum to the Nauru detention centre. Tens of thousands of people across the country joined the campaign using social media, online activism and direct action to stop the deportations and call for people to remain in our community.

More than 14,500 supporters signed our petition calling on the Government to allow the people to stay in Australia. We mobilised supporters through our white balloon action at Flinders Street Station, and formed a human chain in the Melbourne CBD to show 'this is what 267 people look like'. Volunteers and supporters also conducted leaflet drops across Melbourne train stations.

Right Track

Following the Words that Work messaging research, the ASRC began the Right Track campaign which aims to build a broad advocacy network to empower communities throughout the country to change attitudes towards people seeking asylum

The campaign calls for a refugee determination process that:

- restores funding for legal assistance for people applying for protection visas
- creates a fair and efficient process for everyone who seeks asylum in our community, no matter how they arrived
- ensures permanent, not temporary, protection for everyone
- assesses people's cases for asylum in a safe space while they rebuild their lives in our community, not in detention.

The Right Track campaign aims to foster a grassroots movement designed to transform the political environment around this issue and create a welcoming community that supports people seeking asylum.

Youth Action Project & Schools



Youth Action Project

Launched in October 2015, the Youth Action Project provides a forum for young people to meet and learn from people with lived experience of seeking asylum. It also fosters discussion among participants on the most effective ways to advocate for the rights of people seeking asylum and refugees.

The Project has had an immediate impact, with 900 young people joining the program online by June 2016. Importantly, at least one third of members are people seeking asylum and former refugees. Complementing the online engagement, 136 members have attended regular meetings throughout the year. A weekend Leadership Intensive held in April 2016 also provided opportunity for members to nurture their leadership skills.

Schools

The ASRC's Schools program provides young people with an opportunity to learn more about people seeking asylum. Engaging with both primary and secondary schools, speakers deliver presentations designed specifically for students. The program has proved so popular, its reach now extends to special schools, TAFE students, and teacher groups, as well as youth community groups such as Scout and Girl Guide groups. In 2015-16, the program's 20 speakers delivered 174 presentations to 13,965 young people in government, Catholic and independent schools.

Program feedback continues to be overwhelmingly positive, with many schools now including ASRC presentations as a regular part of their curriculum.



ASRC Catering has had the most successful year of the business' 11-year history.

In November 2015 the social enterprise moved into a 320sqm. commercial kitchen in North Fitzroy. This move has enabled the business to employ and train a greater number of people seeking asylum - 22 in this last financial year.

This has provided regular income and vital Australian work experience to our members. The business has catered

for more multi-day conferences than ever before, servicing 1039 events in 2015-2016, up from 807 in 2014-2015. For the first time ASRC Catering has turned over more than \$1 million, an increase of well over \$35,000 on the previous year. All profits go back into the ASRC to support and empower more than 3000 people seeking asylum.

To find out more about ASRC Catering, visit catering.asrc.org.au

"I've learnt many things in ASRC kitchen . . . I never say we are ASRC Catering team, but we are ASRC Catering family."

Member cook

Winner of The Age Good Guide 2016 Food for Good Award



ASRC Cleaning is a social enterprise that provides sustainable and reliable income for more than 17 ASRC members seeking asylum, up from 13 last year. In the last two years the business has grown by 67 per cent, despite no marketing spend which has led to increased working hours by 92 per cent compared with 2014-15. In 2015-16, ASRC Cleaning has also enjoyed growth in a loyal customer base, at a 58 per cent retention rate.

This year, the focus for ASRC Cleaning has been to up skill employees and to increase the quality of customer service. As a result, the business

has seen a marked elevation in operational effectiveness thanks to the development of training programs for cleaners, the production of a comprehensive cleaning manual, formalised OH&S training, and implementation of a system to facilitate customer relationship management. New initiatives in 2015-16 also includes the acquisition of 14 commercial customers, with a plan to expand business with commercial customers across Victoria.

You can find out more about ASRC Cleaning and their services at asrc.org.au/cleaning

“I wake up everyday with hope and purpose. I can't ask for more than that. Thanks for caring and day-to-day support.”

ASRC member and ASRC Cleaning employee



The Food Justice Truck is an award winning mobile grocer that aims to reduce food insecurity for Melbourne's community of people seeking asylum, offering a 75 per cent discount on fresh food. Its discount model is offset by sales to general public shoppers at market rate where profits are re-invested into the provision of fresh food to people seeking asylum at rate the can afford.

In 2015-16 the Truck expanded its reach from visiting one to four sites, turning over \$187,452 in revenue. In its first full year of operation, the Truck has welcomed 6777 customers, up from 820 last year and provided affordable, nutritious food to 1961 people seeking asylum at a 75 per cent discount. That equates to \$104,663 worth of free produce afforded to people seeking safety in our community.

Twenty four passionate volunteers and one full time staff member operate the Truck across its founding site in Footcray Primary School, as well as the Melbourne CBD, Dallas and Thomastown.

Find out more about the Food Justice Truck at asrc.org.au/foodjustice

\$104,663

worth of free produce afforded to people seeking safety in our community